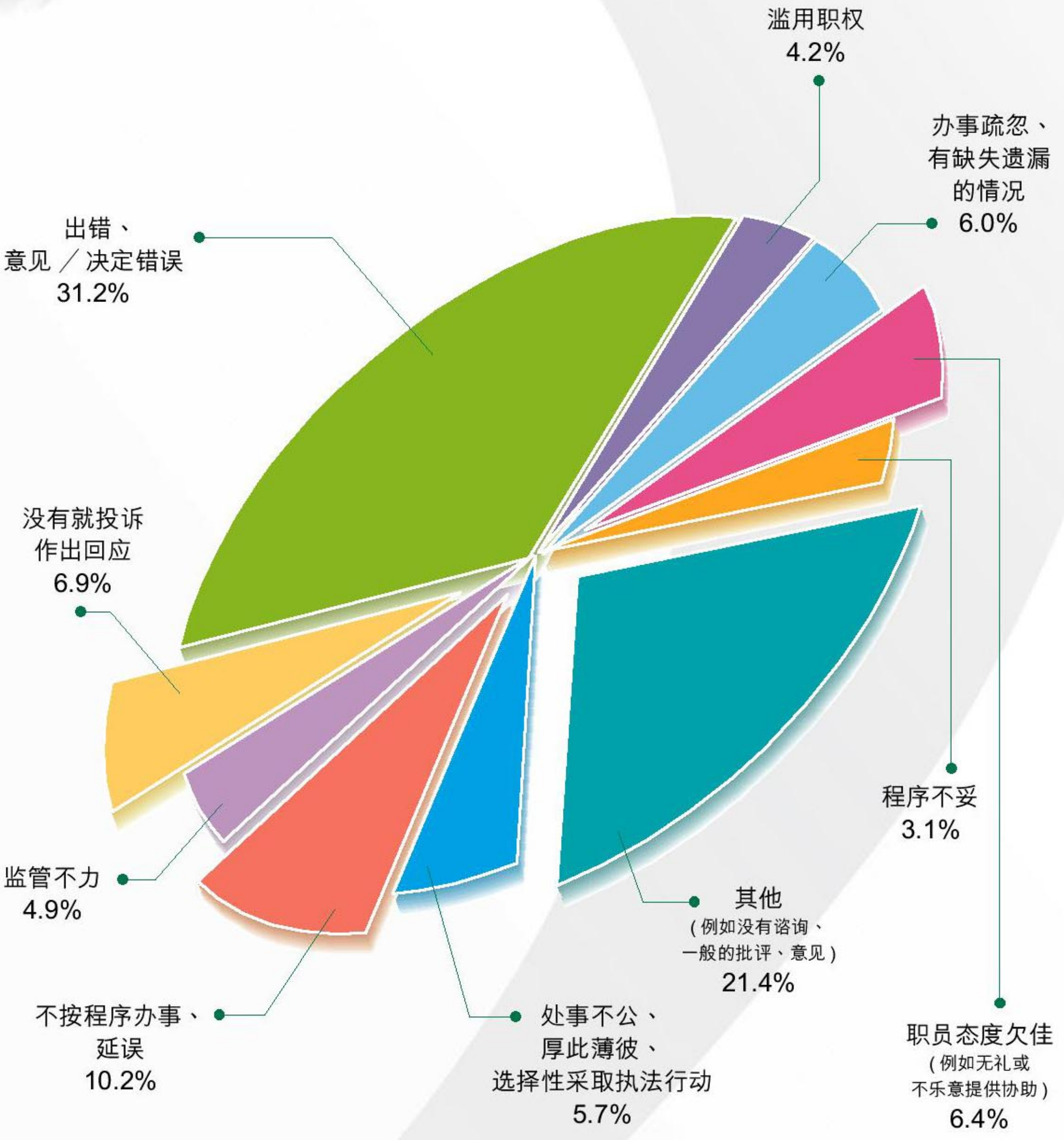
表 6

已终结的投诉个案性质：4,345 宗